GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4630
ANSWERED ON:11.08.2014
SURVEY FOR TELECOM COMPANIES
Chavan Shri Ashok Shankarrao;Gaikwad Dr. Sunil Baliram;Pradhan Shri Nagendra Kumar;Singh Shri Kunwar Haribansh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Telecom Regulatory Authority of India (TRAI) conducts regular survey to assess customer perception of services provided by their respective telecom operators in the country;

(b) if so, the details and outcome thereof, State-wise along with the names of States in which survey has so far been conducted and completed; and

(c) the corrective steps taken/being taken by the Government on the basis of the outcome of such survey to ensure quality of services?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY & LAW AND JUSTICE (SHRI RAVI SHANKAR PRASAD)

(a) Yes, Madam.

(b) Telecom Regulatory Authority of India (TRAI) has been periodically assessing customer perception of service through surveys by independent agencies engaged by TRAI. In these surveys customer satisfaction of service is assessed against the benchmarks laid down by TRAI for various parameters on customer satisfaction. Since survey is conducted on service area wise basis, the state-wise information is not available in TRAI. The customer satisfaction survey was conducted in all the service areas for Cellular, Basic and Broadband services during the period April 2013 to March 2014. The results/outcome of these surveys are published on TRAI website for information of stakeholders.

(c) TRAI undertakes Audit and assessment /Customer Satisfaction survey of the Quality of Service of Cellular Mobile Services through independent agencies. TRAI shares the outcome of these survey with the service providers to sensitize them about the quality/state of services being provided by them and pursues with them for improving the same.

TRAI also monitors the performance of Basic Service (Wireline), Cellular Mobile Service and Broadband service against the benchmarks prescribed by it for the various Quality of Service parameters. TRAI follows up with the Service Providers for addressing deficiencies observed during the monitoring process. TRAI publishes Performance Monitoring Reports for information of public/stakeholders.

TRAI imposes financial disincentives on the service providers who are not meeting the benchmark for the parameters (including consumer centric) prescribed in the Quality of Service Regulations, based on the Performance Monitoring Reports.